Enterprise Backup Services

Summary

Enterprise Backup Services (EBS) provides for the backup and retention of enterprise and non-enterprise data. Using a combination of disk and tape-based backup systems, EBS offers several levels of data protection and varying backup retention times that can be matched up with your data protection needs.

Notification of scheduled maintenance for any backup system will be provided to the affected parties 7 days in advance. Emergency maintenance will be announced as quickly as possible to impacted parties. Every effort will be made to provide 24/7 availability of services. However, services may be disrupted in the event of multiple system failures. Every effort will be made to restore services as quickly as possible in this event.

Who can use this service?

All ITS provided enterprise and non-enterprise systems. Others are by approval.

How do I request this service?

Call the Help Desk at 828-262-6266, Monday through Friday, 8 a.m. to 5 p.m., or enter a support request at support.appstate.edu.

Who do I contact for problems or issues?

Call the Help Desk at 828-262-6266, Monday through Friday, 8 a.m. to 5 p.m., or enter a support request at support.appstate.edu.

Internal Data (Requires Login)

Status: Active

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